

**ARKANSAS DEPARTMENT OF FINANCE AND ADMINISTRATION  
AMERICANS WITH DISABILITIES ACT (ADA)  
ACCOMMODATION PROCESS FOR EMPLOYMENT**

The Department of Finance and Administration (DFA) is committed to providing reasonable accommodations to the known physical or mental limitations of qualified applicants or employees with disabilities unless it can be shown that the accommodations would impose an undue hardship on the Department.

Specifically, the Department provides reasonable accommodations to ensure equal opportunity in the application process, to enable a qualified individual with a disability to perform the essential functions of a job, and to enable an employee with a disability to enjoy equal benefits and privileges of employment.

**Supervisors should contact the appropriate contact listed below for assistance in processing a reasonable accommodation request:**

Preston Means, ADA Coordinator for the Revenue Division, (501) 682-7025, or,

Jennifer Davis, ADA Coordinator for all other divisions or offices within the Department, (501) 324-9063.

Together, the supervisor and the ADA Coordinator will review the request with the otherwise qualified applicant or employee with the disability to determine the most appropriate action. Full consideration will be given to the applicant's or employee's recommendations. The goal is to provide reasonable accommodations that reduce barriers to employment related to disability.

It should be understood that the Department cannot make an accommodation when it is unaware of the need. It is primarily the responsibility of the person with a disability to inform the Department that an accommodation is needed to participate in the application process, to perform essential job functions, or to receive equal benefits and privileges of employment.

When possible, advance notice should be given of the need for an accommodation. Written or verbal notice of the need for an accommodation should be made seventy-two (72) hours in advance of applying or interviewing. A Request for Reasonable Accommodation Form may be obtained and filed through the DFA Human Resources Section, Suite 101, 1515 Building, 1515 West Seventh Street, or by mailing your request to P.O. Box 2485, Little Rock, Arkansas 72203, (501) 324-9063.

The Department's intent is to provide reasonable accommodations when possible in a timely manner and to make that decision at the lowest supervisory level. Specifically to identify reasonable accommodations, the supervisor and ADA Coordinator will:

1. Look at the particular job involved, review its job elements and confirm its purpose and essential functions.

2. Consult with the individual with a disability to find out his or her specific physical or mental abilities and limitations as they relate to the essential job functions. Identify the barriers to job performance and assess how these barriers could be overcome with an accommodation. If deemed necessary, the Department may request documentation of the individual's functional limitations to support the request for an accommodation.
3. In consultation with the individual, identify potential accommodations and assess how effective each would be in enabling the individual to perform essential job functions.
4. Consideration will be given to the preference of the individual with a disability.
5. The ADA Coordinator will review the situation with the appropriate Manager or Administrator and select the accommodation that best serves the needs of the individual and/or the Department.
6. The applicant or employee may appeal the decision in step 5 to the DFA Deputy Director. The request for an appeal must be in writing stating the reason for the appeal and/or why the accommodation is unacceptable. The appeal must be received by the DFA ADA Coordinator within five (5) working days of receipt of the decision. The DFA Director will render a decision within three (3) working days.

**Appeals regarding the Revenue Division should be addressed/mailed to:**

Preston Means, Assistant Revenue Commissioner, Revenue Division-Office of Operations and Administration, P.O. Box 1272, Little Rock, Arkansas 72203, (501) 682-7025.

**Appeals regarding all other divisions or offices within the Department should be addressed/mailed to:**

Jennifer Davis, DFA ADA Coordinator, Office of Administrative Services-Human Resources Section, P. O. Box 2485, Little Rock, Arkansas 72203, (501) 324-9063.

The DFA Director or Deputy Director may intervene at any time during this process to facilitate a decision. Under special circumstances, the DFA ADA Coordinator is authorized to modify this process in order to fulfill its intent. If this is necessary, a statement of the changes and reasons will be sent to the applicant or employee and all other involved parties.

Nothing in this policy prohibits an individual with a disability from providing their own accommodation or sharing the cost of the accommodation with the Department upon approval of the appropriate levels of management.

The DFA ADA Coordinator shall maintain the files and records of the Department regarding requests for reasonable accommodation.